

EXCEPTION REPORT #5 - REVISED

KPMG Consulting observed several instances where Verizon's systems prevented orders submitted via EDI from flowing through in accordance with Verizon documentation.¹

Issue

KPMG Consulting compared the expected flow through level of orders with reports provided by Verizon that show the actual flow through level of those same orders. The following table lists a sample of PONs for orders that KPMG Consulting expected to flow through at level 5 but did not according to Verizon's flow through indicators.²

Issue	PON	VER	Order Sent	Order Confirmed	Scenario
1	017071NN0X000002	AA	09/21/00 11:55	09/21/00 14:41	UNE-P disconnect
2	079011NN0X000005	AA	09/25/00 14:02	09/26/00 11:10	Migrate from Resale to UNE-L without number portability. Submit DL
3	016091NN0X000001	AA	09/18/00 14:36	09/19/00 13:56	UNE-P suspend
4	022011NN0X000006	AA	9/26/00 12:20	09/27 11:57	Migration "as is" from Resale to Platform
5	017011NN0X000001	AA	09/19/00 13:42	09/19/00 17:39	Resale Post Migration Delete Account
6	070041NN0X000004	AA	09/28/00 9:47	9/28/00 15:14	Migration 11 lines to UNE-Analog loop w/changes to CLEC TN
7	001041NN0X000003	AA	09/25/00 18:59	09/25/00 19:00	Migrate "as is" from Retail to Resale
8	010102NN0X000002	AA	09/25/00 12:22	09/25/00 12:23	Platform Post Migration Change – Level 5 Features
9	020041NN0X000014	AA	10/05/00 05:01 PM	10/06/00 16:52:38	Platform – New Activity,
10	072011NN0X000012	AA	9/27/2000 11:39:46 AM	9/27/2000 2:59:30 PM	New analog loop w/straight line listing
11	077011NN0X000003	AA	9/25/2000 9:04:55 AM	9/26/2000 7:11:24 AM	Post Migration; Loop Partial Disconnect
12	079011NN0X000018	AA	10/5/2000 9:29:13 AM	10/5/2000 4:32:41 PM	CLEC Resale customer migrates to UNE-analog loop w/o number portability
13	072071NN0X000009	AA	9/27/2000 8:52:50 AM	9/27/2000 2:16:05 PM	New UNE-analog loops, 11 analog loops
14	075021NN0X000007	AA	9/27/2000 1:04:47 PM	9/28/2000 12:29:08 PM	Post Migration; UNE-L DL change

Verizon stated that these PONs did not flow through at level 5 due to various system related issues.

¹ Documents include: *Flow Through Ordering Scenarios Documents* (August 17, 2000 & October 3, 2000), *Resale USOC In-Scope Document* (June 17, 2000), and *Platform USOC In-Scope Document* (July 18, 2000)

² PONs 7-17 have been added from NJ Observation Report #19

The following table lists a sample of PONs for orders that KPMG Consulting did not expect to flow through at level 5 but did according to Verizon's flow through indicators.

Issue	PON	VER	Order Sent	Order Confirmed	Scenario
15	069021NN0X000006	AA	9/29/00 10:50	9/29/00 10:51	Migrate auxiliary lines from Retail to UNE-L without number portability. Submit DL
16	069021NN0X000007	AA	9/29/00 10:51	9/29/00 10:52	Migrate auxiliary lines from Retail to UNE-L without number portability. Submit DL
17	019031NN0X000002	AA	9/25/00 17:04	9/25/00 17:11	Migrate As-Is of a CLEC resale 1 line business customer to another CLEC UNE-P

Verizon stated that these PONs flowed through at level 5 due to various system related issues.

Assessment

Inaccurate or incomplete flow through processing due to system related issues may impede a CLEC's ability to anticipate the confirmation of service orders.